

2023 Program Summary

Toronto Police Service Parking Enforcement Unit

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Description

Toronto Police Service Parking Enforcement Unit (PEU) responds to public and private parking concerns of the community and enforces the Parking Bylaws through the issuance of parking tags to illegally parked vehicles.

Why We Do It

To contribute to safe and efficient free flow of traffic and address local neighbourhood parking concerns, 7 days a week, 24 hours a day.

The City of Toronto aims to deliver these outcomes equitably, efficiently and with excellent customer service to help improve the lives of Torontonians and work to earn their trust and confidence.

What Service We Provide

Who We Serve:

- Vehicle Drivers
- Private Properties
- Municipal Properties

What We Deliver:

The Parking Enforcement Unit (PEU) contributes to the overall safety and security of the people of Toronto by focusing on the Toronto Police Service traffic safety priorities. This is achieved through various strategies including enforcement, visibility, public awareness and education programs. Specifically, the Unit is responsible for:

- Responding to public and private parking concerns of the community (calls for service)
- Regulating parking through equitable and discretionary application of by-laws
- Providing operational support to the Toronto Police Service; language interpretation, stolen vehicle recovery, corporate and local community-policing initiatives, emergency support and crime management
- Assisting at special events, ensuring the safe and unobstructed movement of vehicular and pedestrian traffic
- Fostering crime prevention by providing a radio equipped, highly visible, uniformed presence in our communities

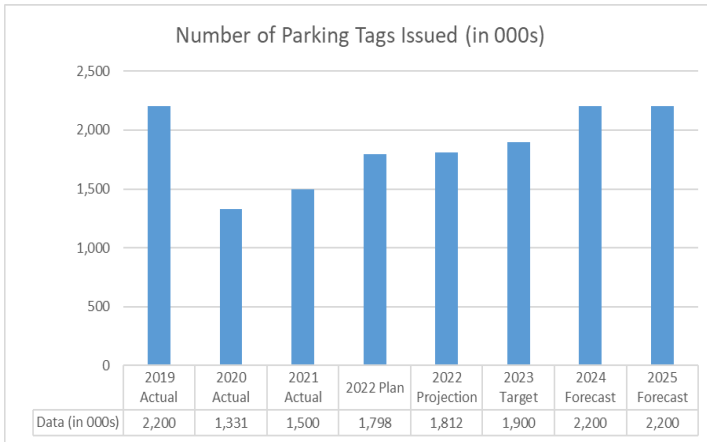
How Much Resources (gross 2023 operating budget): \$52.6 Million

Budget at a Glance

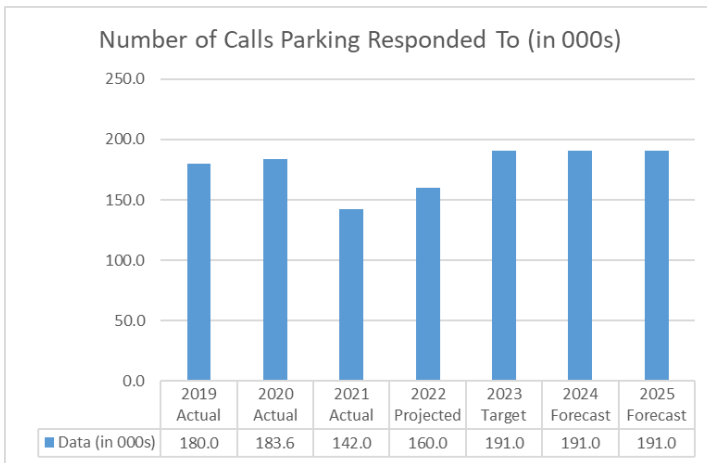
2023 OPERATING BUDGET			
<u>\$Million</u>	<u>2023</u>	<u>2024</u>	<u>2025</u>
Revenues	\$1.3	\$1.3	\$1.3
Gross Expenditures	\$52.6	\$53.7	\$54.3
Net Expenditures	\$51.3	\$52.4	\$53.0
Approved Positions	394.0	394.0	394.0

2023 - 2032 10-YEAR CAPITAL PLAN			
<u>\$Million</u>	<u>2023</u>	<u>2024-2032</u>	<u>Total</u>
Toronto Police Service Parking Enforcement Unit does not have a Capital Budget. Any capital requirements are included in Toronto Police Service's Capital Program.			

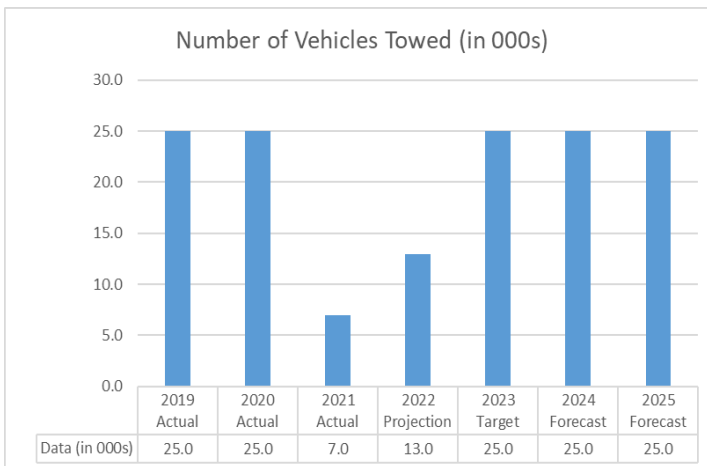
How Well We Are Doing – Behind the Numbers



- The number of parking tags issued decreased in 2020 and 2021 due to COVID-19.
- The projected tag issuance for 2022 demonstrates some recovery compared to 2020 and 2021 however it is expected to continue to be below 2019 levels attributed to COVID-19 impacts.
- The projected tag issuance for 2023 assumes an increase compared to 2022 however it is expected to remain below pre-pandemic levels due to the lasting effects of COVID-19, such as continued working from home arrangements.



- The number of calls attended by the Parking Enforcement Unit faced a 20% decline in 2021 and has shown an increase in 2022.
- The 2023 forecast assumes pre-pandemic level of volume.



- The number of vehicles towed was significantly impacted in 2021 and 2022 due to the pandemic and reduction in vehicle traffic in the core enforcement areas.
- It is anticipated that tows will increase in 2023 as vehicle traffic increases.

COVID-19 IMPACT AND RECOVERY**2023 Impact and Recovery****Operating Budget Impact**

- Even though some trends experienced during the pandemic are expected to continue, the 2023 operating budget impact is projected to be minimal.

Service Level Changes

- Increases in special events and directed enforcement initiatives anticipated during 2023 are expected to be in line with pre-pandemic levels.
 - Ticket issuance target for 2023 is estimated to increase to 1.9 million tickets due to an expected gradual return to normal operations in the City. The associated revenue from parking ticket issuance is captured in the City's Non-Program Revenue budget.
 - The Toronto Police Services Parking Enforcement Unit continues to review its service levels to reflect changes as required to meet ongoing community needs.
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EXPERIENCES, CHALLENGES AND PRIORITIES

Our Experience and Success

- Staff members continue to be deployed to operate closer to their area of patrol. This reduces unproductive travel time by bringing officers closer to where they enforce parking by-laws.
- Increased enforcement and special event assignments have contributed to an increase in productivity, service delivery and performance.
- Handheld technology implementation has enhanced customer service with timely data transfer to the City, including photo evidence for dispute resolution, and has resulted in efficiencies in frontline enforcement.

Key Challenges and Risks

- The Parking Enforcement Unit experienced significantly higher employee turnover than in past years. Separations continue to be a challenge as Unit members seek out promotional opportunities such as police officers and special constables.
- Ensuring compliance with the City's parking by-laws is key to maintaining a safe and efficient flow of traffic. Maintaining sufficient parking enforcement resources requires dedicated hiring and training programs of enforcement officers.
- Initiatives such as CafeTO, BikeTO, CurbTO, Car-Share permits and increased bicycle lanes have an ongoing impact on the Rush Hour Route enforcement and tag issuance levels.

Priority Actions

- Rush Hour Route Enforcement Campaign
- Heavy Truck Enforcement Campaign
- Complete implementation of Vehicle Impound System (VIP) replacement project
- Review of service levels in 2023 to ensure resources and processes are adequate to meet customer demand and service levels
- Two year extension of support and maintenance of the Unit's Wireless Parking System (W.I.P.S) handheld technology which is a critical enforcement tool.
- Sufficient staffing to support Entertainment District Projects in 14 & 52 Divisions

RECOMMENDATIONS

City Council adopted the following recommendations:

1. The 2023 Operating Budget for Toronto Police Service Parking Enforcement Unit of \$52.639 million gross, \$1.298 million revenue and \$51.341 million net for the following services:

Service:

	Gross Expenditures (\$000s)	Revenue (\$000s)	Net Expenditures (\$000s)
Toronto Police Service Parking Enforcement Unit	52,639.3	1,298.4	51,340.9
Total Program Budget	52,639.3	1,298.4	51,340.9

- The above includes a 2023 budgeted staff complement for the Toronto Parking Enforcement Unit of 394.0 operating positions.

2023 OPERATING BUDGET

2023 OPERATING BUDGET OVERVIEW

Table 1: 2023 Operating Budget by Service

(In \$000s)	2021 Actual	2022 Budget	2022 Projection*	2023 Base Budget	2023 New / Enhanced	2023 Budget	Change v. 2022 Projection	
By Service	\$	\$	\$	\$	\$	\$	\$	%
Revenues								
Parking Tags Enforcement	1,238.2	1,115.7	1,115.7	1,298.4		1,298.4	182.7	16.4%
Total Revenues	1,238.2	1,115.7	1,115.7	1,298.4		1,298.4	182.7	16.4%
Expenditures								
Parking Tags Enforcement	48,936.5	51,971.8	47,417.0	52,639.3		52,639.3	5,222.3	11.0%
Total Gross Expenditures	48,936.5	51,971.8	47,417.0	52,639.3		52,639.3	5,222.3	11.0%
Net Expenditures (including COVID-19)	47,698.3	50,856.1	46,301.3	51,340.9		51,340.9	5,039.6	10.9%
Required COVID-19 Support								N/A
Net Budget (excluding COVID-19 supports)	47,698.3	50,856.1	46,301.3	51,340.9		51,340.9	5,039.6	10.9%
Approved Positions**	394.0	394.0	N/A	394.0		394.0	N/A	N/A

* 2022 Projection based on 9 Month Variance

**YoY comparison based on approved positions

KEY COST DRIVERS – FUNDING PRIORITIES

Total 2023 Budget expenditures of \$52.639 million gross reflect an increase of \$5.222 million in spending above 2022 projected year-end actuals, predominantly arising from:

- The 2023 impact of collective agreement (2019 – 2023) with the Toronto Police Association (\$0.7 million);
- Increased statutory payroll deductions & employee benefits as per the collective agreements (\$0.3 million);
- Increased costs for parking tags, uniforms and gasoline (\$0.3 million); and
- Additional 50 bicycles (\$0.1 million).

In 2022, the projected year-end actuals are lower than budgeted by approximately \$4.5 million due a number of staff on an unpaid leave for part of the year as a result of the Service's vaccination policy, as well as higher than anticipated staff turnover. These savings will not continue into 2023 as staffing is anticipated to return to full strength with hiring classes in January and June.

EQUITY IMPACTS OF BUDGET CHANGES

No significant equity impacts: The changes in the Parking Enforcement Unit's 2023 Operating Budget do not have any significant equity impacts.

2023 OPERATING BUDGET KEY DRIVERS

The 2023 Operating Budget for Toronto Police Service Parking Enforcement Unit of \$52.639 million in gross expenditures is \$5.222 million or 11% higher than the 2022 Projected Actuals, with an overall net increase of 10.9% above 2022 projections. Table 2 below summarizes the key cost drivers for the 2023 Budget.

Table 2: 2023 Operating Budget by Revenue / Expenditure Category

Category (In \$000s)	2020 Actual	2021 Actual	2022 Budget	2022 Projection*	2023 Budget	2023 Change from 2022 Projection	
	\$	\$	\$	\$	\$	\$	%
User Fees & Donations	626.4	693.6	391.0	391.0	420.0	29.0	7.4%
Contribution From Reserves/Reserve Funds	544.5	544.6	724.7	724.7	878.4	153.7	21.2%
Total Revenues	1,170.9	1,238.2	1,115.7	1,115.7	1,298.4	182.7	16.4%
Salaries and Benefits	40,891.8	42,060.8	44,254.8	39,700.0	44,885.1	5,185.1	13.1%
Materials & Supplies	1,093.2	1,165.6	1,599.1	1,599.1	1,876.7	277.6	17.4%
Equipment	53.2	228.2	388.9	388.9	150.4	(238.5)	(61.3%)
Service and Rent	2,569.2	2,763.3	3,010.3	3,010.3	3,008.4	(1.9)	(0.1%)
Contribution To Capital	1,994.0	1,994.0	1,994.0	1,994.0	1,994.0		
Contribution To Reserves/Reserve Funds	819.4	724.7	724.7	724.7	724.7		
Total Gross Expenditures	47,420.9	48,936.5	51,971.8	47,417.0	52,639.3	5,222.3	11.0%
Net Expenditures	46,250.0	47,698.3	50,856.1	46,301.3	51,340.9	5,039.6	10.9%

*Projection based on 9 Month Variance

Key Base Drivers:

Salaries & Benefits:

The projected 2022 year-end actuals for Salaries and Benefits are lower than budgeted by approximately \$4.5 million, resulting in a significant 2023 change from 2022 projection. These 2022 savings will not continue into 2023 as staffing is anticipated to return to full strength with hiring classes in January and June for 45 and 25 recruits respectively. Additionally:

- The 2023 impact of the 2019 – 2023 Collective Agreement settlements is \$0.7 million;
- Increased statutory payroll deductions & employee benefits as per the collective agreements total \$0.3 million.

Materials and Supplies:

- Increased costs for parking tags, uniforms and gasoline of \$0.3 million.

Equipment:

- \$0.1 million to acquire 50 new bicycles.
- One-time funding of \$0.4 million was included in 2022 budget to complete the replacement of the Vehicle Impound Program (V.I.P.) application which is used by the Service to manage towed vehicles. This funding has been reversed in 2023, partially offsetting the costs of new bicycles.

Contributions from Reserves:

- Contribution from the Central Sick Bank has been increased by \$0.2 million in 2023 to bring draws in line with historical expenditures.

Other Revenue Changes:

- Revenues consist of recoveries from tow companies for costs associated with pounds operations, and in-year recoveries from the TTC to cover premium pay costs associated with the enforcement of TTC right of ways. Pounds recoveries are expected to be slightly higher than in 2022 as it is assumed that activity will be fully restored to pre-pandemic levels. Recoveries from the TTC fluctuate from year to year but have a net zero budget impact.

The overall net increase in the Parking Enforcement Unit's 2023 Operating Budget will be offset by additional revenues of \$4.480 million reflected in the City's 2023 Non-Program Parking Tags Revenue Budget.

Note:

- For additional information on 2023 key cost drivers please refer to [Appendix 2](#) for a summary of Affordability Measures, [Appendix 3](#) for a more detailed listing and descriptions of the 2023 Service Changes and [Appendix 4](#) for the 2023 New and Enhanced Service Priorities, respectively.

2024 & 2025 OUTLOOKS**Table 3: 2024 and 2025 Outlooks**

(\$000s)	2023 Budget	2024 Incremental Outlook	2025 Incremental Outlook
Revenues			
Total Revenues	1,298.4		
Gross Expenditures			
Salaries and Benefits		837.1	426.6
Inflationary Impacts		232.6	239.6
Total Gross Expenditures	52,639.3	1,069.7	666.2
Net Expenditures	51,340.9	1,069.7	666.2
Approved Positions	394.0	0.0	0.0

Key drivers

The 2024 Outlook with total gross expenditures of \$53.709 million reflects an anticipated \$1.069 million or 2.0% increase in gross expenditures above the 2023 Operating Budget; The 2025 Outlook expects a further increase of \$0.666 million or 1.2% above 2024 gross expenditures.

These changes arise from the following:

- Salaries and benefits increase due to annual salary increment, inflationary impacts for contractual group benefits, and increases in statutory benefit costs;
- Premium pay increase as impacts of COVID-19 further diminish and the frequency of special events return to pre-COVID levels; and
- Inflationary increases for materials and supplies.

The current agreement with the Toronto Police Association expires on December 31, 2023 and a new collective agreement will have to be negotiated. No funding is included in the 2024 and 2025 Outlooks, and the City will make an estimated provision in its corporate accounts for the purpose of funding the collective agreement impacts until a settlement is reached.

APPENDICES

Appendix 1

COVID-19 Impact and Recovery

N/A

Appendix 2

2023 Affordability Measures

N/A

Appendix 3

Summary of 2023 Service Changes

N/A

Appendix 4

Summary of 2023 New / Enhanced Service Priorities Included in Budget

N/A

Appendix 5

Summary of 2023 New / Enhanced Service Priorities Not Included in Budget

N/A

Appendix 6

**2023 Capital Budget;
2024 - 2032 Capital Plan Including Carry Forward Funding**

N/A

Appendix 6a

2023 Cash Flow and Future Year Commitments Including Carry Forward Funding

N/A

Appendix 6b

2024 - 2032 Capital Plan

N/A

Appendix 7

Reporting on Major Capital Projects: Status Update

N/A

Appendix 8

Capacity to Spend Review

N/A

Appendix 9

Summary of Capital Needs Constraints

N/A

Appendix 10

Inflows and Outflows to/from Reserves and Reserve Funds 2023 Operating Budget

Program Specific Reserve / Reserve Funds

Reserve / Reserve Fund Name		Contributions / (Withdrawals)		
		2023	2024	2025
XR1701	Beginning Balance	11,494	9,499	6,744
Police Central Sick Pay	<i>Withdrawals (-)</i>			
	Toronto Police Service ~ Withdrawals - Operating ₺	-3,960	-4,674	-4,674
	Other Program ~ Withdrawals - Operating ₺	-334	-334	-334
	Total Withdrawals	-4,294	-5,008	-5,008
	<i>Contributions (+)</i>			
	Toronto Police Service ~ Contributions - Operating	1,917	1,917	1,917
	Other Program ~ Contributions - Operating	180	180	180
	Total Contributions	2,097	2,097	2,097
	Net Contributions	-2,197	-2,911	-2,911
	Interest Income	203	157	103
	Balance at Year-End	9,499	6,744	3,936

Reserve / Reserve Fund Name		Contributions / (Withdrawals)		
		2023	2024	2025
XQ1701	Beginning Balance	39,514	22,380	8,910
Vehicle & Equipment Reserve - Police	<i>Withdrawals (-)</i>			
	Toronto Police Service ~ Withdrawals - Operating ₺	0	0	0
	Toronto Police Service ~ Withdrawals - Capital	-39,894	-40,230	-36,077
	Total Withdrawals	-39,894	-40,230	-36,077
	<i>Contributions (+)</i>			
	Toronto Police Service ~ Contributions - Operating	20,766	24,766	28,766
	Other Program ~ Contributions - Operating	1,994	1,994	1,994
	Total Contributions	22,760	26,760	30,760
	Net Contributions	-17,134	-13,470	-5,317
	Balance at Year-End	22,380	8,910	3,593

Corporate Reserve / Reserve Funds

Reserve / Reserve Fund Name		Contributions / (Withdrawals)		
		2023	2024	2025
XR1007	Beginning Balance	38,185	36,888	35,565
Sick Leave	<i>Withdrawals (-)</i>			
	Toronto Police Service ~ Withdrawals - Operating ₺	-17,030	-17,030	-17,030
	Other Program ~ Withdrawals - Operating ₺	-26,045	-26,045	-26,045
	Total Withdrawals	-43,075	-43,075	-43,075
	<i>Contributions (+)</i>			
	Toronto Police Service ~ Contributions - Operating	12,283	12,283	12,283
	Other Program ~ Contributions - Operating	28,770	28,770	28,770
	Total Contributions	41,053	41,053	41,053
	Net Contributions	-2,022	-2,022	-2,022
	Interest Income	725	700	674
	Balance at Year-End	36,888	35,565	34,217

Appendix 11

Glossary

Approved Position: Permanent or temporary positions that support the delivery of City services and service levels as approved by Council.

Actuals: An actual financial amount paid (or received) for the delivery of City services (these exclude any commitments to be paid in the future).

Capacity to Spend: Ability to spend money along with the capacity to deliver projects as demonstrated by historic spending patterns and approved contractual obligations.

Capital Budget: A Capital Budget is the City's plan to acquire / build assets or extend the useful life of existing assets; an example of a capital expenditure is the construction of a new community centre.

Capital Needs Constraints: The capital needs that cannot be accommodated within the capital plan that the Division or Agency have the capacity to deliver.

Complement: Positions that support the delivery of City services and service levels as approved by Council.

Efficiencies: Reductions in the cost of delivering a service without a reduction in service level.

New / Enhanced Service Priorities: New and enhanced service changes resulting in an increase in service levels from what was previously approved by Council.

Operating Budget: An Operating Budget is the City's annual plan to provide services to the residents of Toronto; the budget includes all revenues and expenses needed to provided services; an example of an operating cost would be the cost to run the TTC subways.

Operating Impact of Completed Capital Projects: The additional expense (or savings) and positions needed to operate or maintain a new asset; an example would be the additional expense and staff needed to operate a recently completed community centre.

Rate Supported Budget: Budget fully funded by user fees such as Solid Waste, Toronto Water and Toronto Parking Authority

State of Good Repair (SOGR): The cost of maintaining assets to ensure they are able to support the delivery of City services and meet service outcomes

Tax Supported Budget: Budget funded by property taxes.

User Fees: Program generated fee and rental revenue for the use of its services (such as the TTC fare, ice rental fees and various City permits).